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Nothing comes close to the real thing like *GSAAdvantage!*—the Federal Government's official on-line shopping service.

We have over 8 million products and services available...and the number is growing.

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When you're looking to purchase, don't settle for a fake.

*GSAAdvantage!* is the real thing.

 **GSA**★*Advantage!* on-line  
shopping  
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# ***“General Services Administration, quality products and quality service,...”***

GSA's Federal Supply Service would like to introduce the folks at the National Customer Service Center (NCSC) located in Kansas City, MO. They are the people you can turn to for information on any of the products or services we have available.

The NCSC is your full service center providing you assistance and information to make your acquisitions simple and efficient.

Some things with which the friendly people at the NCSC can help you:

- Information on Products and Services
- Schedules Information
- Current Pricing
- Order Pricing
- Order Status
- Tracing Shipments
- Astray or Onhand Freight
- Problems with an Order Including:
  - Non-Receipt
  - Damage
  - Short/Over
  - Wrong Item
  - Quality
  - Merchandise Return
- Billing Inquiries
  - SIBAC
  - OPAC
  - SmartPay



*“Barbara Freeland did a fine job in providing me with the service and information I urgently required.”*

Ronald Ricks  
DOE



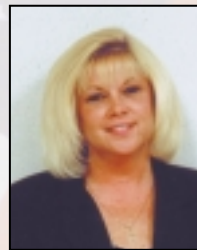
*“Dewayne Fields has provided excellent service each time I call the NCSC.”*

Chris Silva  
LCI Industries



*“Gwen Smith was professional... answering my questions and resolving problems.”*

Donna Riley  
US Army



*“Nancy Bondon took the time to answer every question I asked and made the order go much smoother.”*

Barbara Catalano,  
USPS



*“Marcell Denmon was most helpful with a merchandise return.”*

Bonnie Linstrom,  
DOJ



## *...How may I help you?"*



The staff at the National Customer Service Center is waiting to serve you. Last year we responded to almost half a million requests for assistance covering all areas of government procurement.

Let us put our outstanding customer service to work for you by finding the information you need on that special item or service. We can put you in touch with the one person you need who has the answers to your questions about any of the many products GSA offers.

In today's competitive marketplace it can be difficult to know if you are getting the best value for your money. We can provide current, up to date, pricing on the **quality** products GSA offers and assist you in using GSA Advantage! and GSA's E-Schedule Library to discover all the options available to you.

Whether you order by telephone, hardcopy, online with GSA Advantage!, or other electronic ordering, we can provide follow-up action to give you status on your order. Tracing shipments and handling astray and onhand freight are our specialties. If there is a question or problem with your order let us know and we will resolve any issue.

Do you have a question about your bill? A charge you can't identify? *We can handle that.*

It's important to know that quality products are backed up with quality service – that is the mission of the National Customer Service Center.

Give us a call (or email) and find out what we can do for you.

**800-488-3111**

(DSN 465-1416)

or email at:

**rodsm.ncsc@gsa.gov**

**Visit us at: [www.r6.gsa.gov/fss/ncsc](http://www.r6.gsa.gov/fss/ncsc)**